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**Park Patients Group (PPG)**

**Newsletter**

**Issue Number 2**

Welcome to the 2nd edition of the Park Patients Group Newsletter. The aim of the Newsletter is to keep you informed of activities and changes affecting the surgery, the role and impact the PPG is having on your behalf, but most importantly to ensure that it reflects the wishes and interests of everyone.

Since the publication of the 1st Newsletter, the Committee of the PPG has re-commenced meetings, albeit virtual at this time. We hope that in the not too distant future we will be able to revert back to normal face to face Committee Meetings.

**Survey**

One of the first ways the Committee has been able to support the Practice is by working together to produce a new Patient Survey, which was sent out via text message to all patients on 10th June who have registered a mobile telephone number with the Practice.

The aim of the survey is to receive feedback on how the Practice has handled the Covid 19 Pandemic and at the same time to understand how patients feel about moving forward, in what is going to be inevitably a different mode of operation for the Surgery compared with pre-Covid 19 times.

The PPG would like to encourage as many people as possible to complete the survey and submit their results. It does not take more than 5 minutes and it is important to stress that all results returned to the Practice are anonymous, and there is no way of linking an individual set of results with a member of the Practice.

If you do not receive a copy of the Survey and you think you should have because you have previously provided your mobile phone number, or you now have a mobile number you would like to register, then please contact the Practice.

The link for the survey will also be available under the ‘News’ section on the Park Medical website.

We will share the full results and analysis of the results with you in a future edition of the Newsletter.

**Joining the PPG**

The PPG is always looking for ways to involve more members and to increase the diversity of the Committee. To be effective we need to ensure we reflect the views of all patients and we recognize this is not easy given that currently meetings take place during the day and this makes it extremely difficult for many people to commit to joining the Committee. There is an alternative, in addition to recruiting more members we would also like to build up a diverse group of Virtual Members, these are members who can communicate by email, WhatsApp etc. We can distribute relevant information by email and then Virtual Members can provide their valuable feedback.

If you are interested in knowing more or would like to become involved with the PPG then please email Nick Dent – npdent@aol.com, or visit our website for more information.

**Surgery Updates**

**Patient Triage – a new online form**

Did you know you can contact the surgery by using ‘Patient Triage’ – a new online system which allows you to contact the surgery by filling out a form. Or alternatively here is the link: <https://florey.accurx.com/p/N81046>

It can be used for a range of things such as:

- Admin Queries – sick note/fit note, test results, repeat prescriptions

- Medical Issues – Contact us regarding new or existing medical issues/conditions

- Online Advice – Symptom checker, advice and guidance

**The Vaccine Rollout Programme**

Despite the over whelming success of the Covid 19 Vaccination rollout programme, it is recognised that this still remains one of the most important question on most Patients minds, and hence we have an update of the current situation provided by the Practice.

As a Practice Park Medical Centre, alongside Chester East and Chester Central PCN, have now completed the vaccination programme for Phase 1. (Patients aged 65+, or CEV). St Columba’s will no longer be used for the vaccination programme.

St Columba’s vaccinated a total of 28,311 (made up of 1st and 2nd doses)

Please do not contact the surgery to make an appointment for your vaccine, this will need to be done by calling 119 or by using the National Booking Service online.

**COVID Vaccination Certificates**

Please download the NHS APP to access your COVID19 certificate. It is quick and easy – you just need your NHS Number. You don’t not need to contact the surgery in order to gain access to the App.

The PPG plan to issue the Newsletter on a regular basis providing up to date information but inevitably there will be a delay in some cases, therefore we recommend for the very latest information with regard to the Practice you visit the Park Medical Website on a regular basis.

The address for the web site is:- **parkmedicalchester.co.uk**

 Your views and opinions are important and essential to having a successful PPG. In the next edition we will provide details and by which you can provide your feedback and suggestions. The success of the Newsletter will very much depend on it reflecting your needs and interests.